

### Credit to Industry at this Performance

Bell Atlantic - MA

271 Backslide Report

UNE

Month

**PO Pre-Ordering**

BA CLEC

1-01	Customer Service Record		
1-02	Due Date Availability		
1-03	Address Validation		
1-04	Product and Service Availability		
1-05	Telephone Number Availability and Reservation		
1-06	Facility Availability (Loop Qualification)		
2-02	OSS Interface Availability - Prime		
3-02	% Answered within 30 Seconds - Ordering		
3-04	% Answered within 30 Seconds - Repair		

Perf.	Wgtd.
Diff.	Score Wgt.

**OR Ordering**

1-02	% On Time LSRC - Flow Through - POTS - 2hrs		
1-04	% OT LSRC<10 Lines (Elec.-No Flow Through)-POTS		
1-04	% OT LSRC<10 Lines (Elec.-No Flow Through)-Specials		
1-04	% OT LSRC<10 Lines (Elec.-No Flow Through)-Complex		
1-06	% On Time LSRC >=10 Lines (Electronic) - POTS		
1-06	% On Time LSRC >=10 Lines (Electronic) - Specials		
1-06	% On Time LSRC >=10 Lines (Electronic) - Complex		
2-02	% On Time LSR Reject - Flow Through - POTS		
2-04	% OT LSR Rej.<10 lines (Elec.-No Flow Through)-POTS		
2-04	% OT LSR Rej.<10 lines (Elec.-No Flow Through)-Specials		
2-04	% OT LSR Rej.<10 lines (Elec.-No Flow Through)-Complex		
2-06	% On Time LSR Reject >= 10 Lines (Electronic) - POTS		
2-06	% On Time LSR Reject >= 10 Lines (Electronic) - Specials		
2-06	% On Time LSR Reject >= 10 Lines (Electronic) - Complex		
4-09	% SOP to Bill Completion Sent w/in 3 Business Days		
5-03	% Flow Through - Achieved - POTS & Specials		
6-03	% OT Accuracy LSRC		

Observations BA Stnd. Sampling

**PR Provisioning**

BA CLEC

3-08	% Completed w/in 5 Days (1-5 lines-No Dispatch)-UNE-P/Other		
3-09	% Completed w/in 5 Days (1-5 lines-Dispatch)-UNE-P/Other		
4-01	% Missed Appointment - BA - Total - Specials		
4-01	% Missed Appointment - BA - Total - EEL		
4-01	% Missed Appointment - BA - Total - IOF		
4-02	Average Delay Days - Total - POTS		
4-02	Average Delay Days - Total - Specials		
4-02	Average Delay Days - Total - Complex		
4-04	% Missed Appointment - BA - Dispatch - Platform		
4-04	% Missed Appointment - BA - Dispatch - New Loop		
4-04	% Missed Appointment - BA - Dispatch - Complex		
4-05	% Missed Appointment- BA - No Dispatch - Platform		
4-05	% Missed Appointment- BA - No Dispatch - Complex		
4-06	% On Time Performance - Hot Cut		
5-01	% Missed Appointment - Facilities - POTS		
5-01	% Missed Appointment - Facilities - Specials		
5-02	% Orders Held for Facilities > 15 days - POTS		
5-02	% Orders Held for Facilities > 15 days - Specials		
6-01	% Installation Troubles within 30 days - POTS Other		
6-01	% Installation Troubles within 30 days - Specials		
6-02	% Installation Troubles within 7 days - Loops		

BA CLEC Deviation Error Z-Score

**MR Maintenance & Repair**

Diff.

1-01	Average Response Time - Create Trouble		
1-03	Average Response Time - Modify Trouble		
1-04	Average Response Time - Request Cancellation of Trouble		
1-06	Average Response Time - Test Trouble (POTS only)		

Z-Score

2-01	Network Trouble Report Rate - Specials		
2-02	Network Trouble Report Rate - Loop (POTS)		
3-01	% Missed Repair Appointments - Loop		
3-02	% Missed Repair Appointments - Central Office		
4-01	Mean Time to Repair - Specials		
4-02	Mean Time to Repair - Loop Trouble		
4-03	Mean Time to Repair - CO Trouble		
4-08	% Out of Service > 24 Hours - POTS		
4-08	% Out of Service > 24 Hours - Specials		
5-01	% Repeat Reports w/in 30 days - POTS		
5-01	% Repeat Reports w/in 30 days - Specials		

**BI Billing**

1-01	% DUF in 4 Business Days		
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Totals

Credit to Industry at this Performance

# Bell Atlantic - Massachusetts

## 271 Backslide Report

Month

### INTERCONNECTION

OR	Ordering	CLEC	Obs.	Perf. Score	Wgt.	Wgtd. Score				
1-12	% On Time Firm Order Confirmations									
1-13	% On Time Design Layout Record									
2-12	% On TimeTrunk ASR Reject									
PR	Provisioning	BA	BA	CLEC	Observations BA Standard Deviation	Sampling Error	Z-Score	Perf. Score	Wgt.	Wgtd. Score
4-01	% Missed Appointment - BA - Total									
4-02	Average Delay Days - Total									
4-07	% On Time Performance - LNP only									
5-01	% Missed Appointment - Facilities									
5-02	% Orders Held for Facilities > 15 Days									
6-01	% Installation Troubles w/in 30 Days									
MR	Maintenance & Repair									
4-01	Mean Time to Repair - Total									
5-01	% Repeat Reports w/in 30 Days									
NP	Network Performance									
1-03	# of Final Trunk Groups Blocked 2 Months									
1-04	# of Final Trunk Groups Blocked 3 Months									
Totals										

Credit to Industry at this Performance

### Collocation

<u>NP</u>	Network Performance	CLEC	Obs.	Perf. Score	Wgt.	Wgted. Score
2-01	% OT Response to Request for Physical Collocation					
2-02	% OT Response to Request for Virtual Collocation					
2-05	% On Time - Physical Location					
2-06	% On Time - Virtual Location					
2-07	Average Delay Days - Physical					
2-08	Average Delay Days - Virtual					
Totals						

Credit to Industry at this Performance



## Special Provision - UNE Ordering Month

	% On Time	Observations	Market Adj.
OR-1-04-3100	% OT LSRC<10 Lines (Elec.-No Flow Through)-POTS		
OR-1-06-3320	% On Time LSRC >=10 Lines (Electronic) - POTS		
OR-2-04-3320	% OT LSR Rej.<10 lines (Elec.-No Flow Through)-POTS		
OR-2-06-3320	% On Time LSR Reject >= 10 Lines (Elec.) - POTS		

### Total Market Adj.

\* For allocation, any UNE Ordering market adjustment is combined with the MOE UNE market adjustment allocation.

## Special Provision - UNE Flow Through

PR-5-01-3000 % Flow Through - Total - POTS & Specials				OR-5-03-3112 % Flow Through - Achieved - POTS & Specials			
Month	%	Observations	Flow-thru	Month	%	Observations	Flow-thru
		Gross #				Gross #	
Overall				Overall			

### Market Adjustment \*

\* For allocation, any Flow Through market adjustment is combined with the MOE UNE market adjustment allocation.

## Special Provision - Hot Cut - Loop Performance

	% On Time	Observations	% On Time	Observations
	Current Mo.		Prior Month	
PR-9-01-3520	% On Time Performance - Hot Cut			
	%Troubles			
PR-6-02-3520	% Installation Troubles within 7 days - Hot Cut			

Tier I (2 mo)    Tier II (1 mo)    Total

### Market Adjustment \*

\* For allocation purposes, any Hot Cut market adjustment is combined with the Critical measure market adjustment allocation.

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